

APPENDIX E

TELECOMMUNICATIONS SERVICE

PRIORITY (TSP)

SYSTEM

CONTACT INFORMATION

TSP CONTACT INFORMATION**TSP Program Office****7 a.m. to 5 p.m. (EST), Monday through Friday**

Located with the
National Coordinating Center (NCC)
for Telecommunications
(24-Hour Coverage)

A. Assistance with TSP Assignments

The TSP Program Office is the main point of contact for all TSP System questions. Issues that require the involvement of the Manager, NCS will be escalated to the Manager, NCS through the TSP Program Office. Questions regarding the following topics should be addressed to the TSP Program Office:

- Priority provisioning or restoration of TSP services.

NOTE: To request priority provisioning of services after hours, call (703) 607-4932.

- Verification of provisioning or restoration priority level assignments.
- Confirmation of TSP service order activity.
- Reconciliation of TSP service information.
- Technical specifications for transmitting TSP service information.
- General questions regarding the TSP System.

TELEPHONE AND FACSIMILE INFORMATION:**Telephone:**

TSP Program Office:	(703) 607-4932	DSN: 327-4932
	(703) 607-4933	327-4933

Facsimile:

Unclassified:

(703) 607-4937

DSN: 327-4937

NOTE: Call the TSP Program Office to obtain classified facsimile information.

B. Provisioning Priority Requests

To ensure timely processing of your provisioning request, please provide the following information in the supplemental information field (item 9) of the TSP Service Request (SF 315). (See section 6.0, The TSP Request Form):

- If an order is already in progress, include the date when the service was ordered.
- Include an on-site point-of-contact for the service user. If the on-site point-of-contact and the 24-hour point-of-contact provided in item 8 are the same, so note.
- Include a brief description of the service required; list special service considerations (e.g., circuit/service data rate, conditioning requirements, unique equipment requirements, cellular requirements); provide circuit number and other identifiers to the extent known; and indicate whether the service is to be “temporary” or “permanent”.
- Indicate if the expedite process was attempted with the normal service vendor contact.
- Indicate name, title and organization address of the individual actually obligating the requesting organization to fund any additional charges.
- Include the prime vendor point-of-contact for both Emergency and Essential provisioning.

NOTE: The person authorizing additional charges should be advised that the NCC cannot estimate these charges. Additional charges, if any, will be addressed in accordance with the applicable tariffs or contracts.

Call the TSP Program Office at (703) 607-4932 if you have additional questions.

C. Mailing and Plain Language (AUTODIN) Addresses:

TSP Program Office

Mail Address: Office of the Manager, NCS
ATTN: TSP Program Office
701 South Court House Road
Arlington, Virginia 22204-2198

Plain Language Address: MGR NCS-TSP WASHINGTON DC

**National Coordinating Center (NCC)
for Telecommunications**

Mail Address: National Coordinating Center
For Telecommunications
ATTN: Manager
701 South Court House Road
Arlington, Virginia 22204-2198

Plain Language Address: MGR NCS-TSP WASHINGTON CS//NCS-NCC//

**Sensitive Compartmented or
Special Access Program Information**

Mail Address: Defense Information Systems Agency
Special Security Office (BZS)
ATTN: TSP Program Office
701 South Court House Road
Arlington, Virginia 22204-2198

U.S. Government Classified Information

Mail Address: Office of the Manager, NCS
ATTN: TSP Program Office
701 South Court House Road
Arlington, Virginia 22204-2198

Federal Communications Commission (FCC)

Mail Address:

Federal Communications Commission
Chief, Domestic Services Branch
Common Carrier Bureau
Washington, D.C. 20554